



## Legislation Details (With Text)

**File #:** R-2021-314    **Version:** 1    **Name:** Utility Customer Billing System Software (MUNIS) SaaS  
**Type:** Resolution    **Status:** Passed  
**File created:** 11/8/2021    **In control:** Department of Public Utilities  
**On agenda:** 12/1/2021    **Final action:** 12/1/2021  
**Title:** A Resolution Of The City Commission Of The City Of Hollywood, Florida, Approving And Authorizing The Appropriate City Officials To Execute Agreement With Tyler Technologies Inc. To Provide Cloud-based Software And Professional Services Related To Utility Customer Billing System Software In The Estimated Amount Of \$548,431.00 For a Three Year Period, Which Includes A One-Time Project Planning Services Fee And VPN Device Charge In The Estimated Amount Of \$13,324.00. (Sole-Source)

### Sponsors:

### Indexes:

### Code sections:

**Attachments:** 1. 01 RESO - Utility Billing SaaS Contract.pdf, 2. Hollywood FL SaaS Agreement 10.20.21.pdf, 3. Sole Source Justification Form Tyler Tech.pdf, 4. Certificate of Liability Insurance.pdf, 5. Tyler SaaS Agreement Term Sheet.pdf

Date	Ver.	Action By	Action	Result
12/1/2021	1	Regular City Commission Meeting	adopt	Pass

A Resolution Of The City Commission Of The City Of Hollywood, Florida, Approving And Authorizing The Appropriate City Officials To Execute Agreement With Tyler Technologies Inc. To Provide Cloud-based Software And Professional Services Related To Utility Customer Billing System Software In The Estimated Amount Of \$548,431.00 For a Three Year Period, Which Includes A One-Time Project Planning Services Fee And VPN Device Charge In The Estimated Amount Of \$13,324.00. (Sole-Source)

### Infrastructure & Facilities

Staff Recommends: Approval of the attached Resolution.

### Explanation:

On September 26, 2013, pursuant to Resolution R-2013-115, the City Commission authorized the execution of an agreement with Tyler Technologies, Inc. for the purchase and implementation of utility customer billing system software (MUNIS), which is currently hosted in the City's data center. These servers are dedicated to the Department of Public Utilities ("Department") and must be replaced every four to five years.

The current server infrastructure was purchased in 2017 and is past its useful life.

Consequently, maintenance of servers is no longer supported and will require either purchasing new or migration of MUNIS to cloud-based servers.

After thorough evaluation and coordination with the Department of Information Technology (IT), it was determined the best option for the Department is to migrate Munis to cloud-based hosting utilizing Software as a Services (SaaS) approach as it provides multiple advantages over on-premise hosting including the following:

- Cloud software is accessible over the internet, and the risk and responsibility for data integrity and system availability is transferred to the cloud provider. Whereas an on-premise software is deployed, managed, and maintained by the City and the risk, responsibility, and management of data integrity and system availability, and eventual system replacement resides with the City.
- Cloud software reduces the risk of cybersecurity attacks, protects the City's data and systems, and provides for business functionality online.
- Cloud-based software has been adopted by the City of Hollywood as a best practice since 2016, with the EDGE (End Duplication, Gain Efficiencies) Enterprise Resource Planning (ERP) efforts.
- Independent surveys show that 90% of ERP implementations are cloud based.
- The migration from on-premise to the cloud will provide a faster upgrade/patch cycle and eliminate the need to replace infrastructure dedicated to this service.
- Cloud infrastructure maximizes enterprise productivity and efficiency by ensuring that the application is always accessible. In addition, it allows for easy collaboration and sharing among users in multiple locations.
- Cloud computing delivers faster and more accurate retrievals of applications and data. With less downtime, it is the most efficient recovery plan.

The Department requested a SaaS proposal from Tyler Technologies, Inc. related to the Munis Software. On May 24, 2021, Tyler Technologies, Inc. provided a proposal for migration of Munis Software to cloud-based services and SaaS services in an estimated amount of \$548,431.00, which includes a one-time project planning fee and Virtual Private Network (VPN) device charge in the estimated amount of \$13,324.00. The term of the SaaS service contract is for three years. The scope of this proposal includes migration of data and software to cloud-based services, verification that the system is working properly and SaaS services.

Section 38.41(C)(2) of the City's Procurement Code exempts sole-source goods, supplies, materials, equipment and services, such as unique, patented, or franchised goods, supplies, materials, equipment or services, from the competitive bid requirements if the Chief Procurement Officer determines after conducting a good faith review of available sources, that the particular supply or service is available from one source.

The Director of Public Utilities and the Assistant Director of Financial Services for Procurement recommend the City Commission to approve and authorize the attached agreement with Tyler Technologies, Inc. in a not to exceed amount of \$548,431.00.

### Fiscal Impact

The funding for this Agreement is available in the FY 2022 Operating Budget account number 442.400301.53600.546310.000000.000.000 and will be budgeted in subsequent fiscal years' operating budget subject to the approval and adoption by the City Commission.

The Department of Public Utilities and City of Hollywood IT staff will manage this project. No additional staff is needed as a result of this action.

Recommended for inclusion on the agenda by:

Keith Moran, Deputy Director/Finance, Department of Public Utilities

Raheem Seecharan, Director, Department of Information Technology

Vivek Galav, Director, Department of Public Utilities

Gus Zambrano, Assistant City Manager/Sustainable Development

### Attachments:

- Resolution - Utility Billing Saas Contract
- Agreement
- Sole Source Justification Form Tyler Tech
- Certificate of Liability Insurance